

# Software Development Products

## Intel® Threading Tools Software Defects

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### **Products under discussion**

Intel® Thread Checker  
Thread Profiler

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## **Intel®Threading Tools Issues**

- [Installation issue with Intel® Threading Tools](#)
- [Microsoft Windows XP Service Pack 2 compatibility issue with Intel® Thread Checker](#)
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| Title                     | Installation issue with Intel® Threading Tools  |
| Internal Reference Number | 264930  |
| Product                   | Intel® Thread Checker, Thread Profiler  |
| Version                   | 2.0, 2.1  |
| Platform                  | Microsoft™ Windows  |
| Problem Description       | <p>After installing Intel® Threading Tools, running the Intel® Threading Tools or Intel® VTune™ call graph activities, it results in a popup dialog “ATLBIS~1.EXE –Application Error”</p> <p>This error always occurs with Intel® VTune™ Performance Analyzer v7.1 build 15023 from file “w_vt_pc_7.1.025.exe”. (You can view the Intel® VTune™ Performance Analyzer build number from Help &gt;About in the VTune main menu.</p> |
| Resolution                | <p>This is caused by an incompatibility between Intel® VTune™ Performance Analyzer build 15023 and Intel® Thread Checker.</p> <p>Please download the latest version of Intel ® VTune™ Performance Analyzer from <a href="http://www.intel.com/software/products/vtune/">http://www.intel.com/software/products/vtune/</a></p>   |

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| Title                     | Microsoft Windows* XP Service Pack 2 compatibility issue with Intel® Thread Checker            |
| Internal Reference Number | 268566   |
| Product                   | Intel® Thread Checker  |
| Version                   | 2.0  |
| Platform                  | Microsoft Windows* XP with SP2   |
| Problem description       | <p>After installing Microsoft's™ Service Pack 2</p> <p>for Microsoft Windows* XP operating</p> |

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|            | system, a known compatibility problem causes the Intel® VTune™ performance analyzer environment to crash when viewing Intel® Thread Checker results. This may also occur during Intel® Thread Checker data collection when using “Enable real time display of data”, which is enabled by default. |
| Resolution | To workaround this problem, view a set of sampling results each time you start the Intel® VTune™ performance analyzer and before working with Intel® Thread Checker   |

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| Title                 | Intel® Thread Checker does not generate results during DLL-only analysis   |
| Internal Reference No | 250480   |
| Product               | Intel® Thread Checker  |
| Version               | 2.0, 2.1   |
| Platforms             | Microsoft™ Windows*  |
| Problem Description   | <p>If Intel® Thread Checker activity is configured as follows:</p> <ul style="list-style-type: none"> <li>• The DLL is the only “Module of interest” and no other modules, including the executable application are defined;</li> <li>• The executable which loads the DLL is the “Application to launch” or the executable is used in a script which is specified in the “Application to launch”.</li> </ul> <p>This causes not to generate any results</p> |
| Resolution Status     | To resolve this issue, please add the executable which loads the DLL to the “Module of Interest”. Also, ensure that the instrumentation level for the DLL is set to “All functions”  |

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| Title                     | The Intel® Threading Tools may show incorrect source locations |
| Internal Reference Number | 300299   |
| Product                   | Intel® Thread Checker and Thread Profiler                      |
| Version                   | 2.0,2.1  |
| Platform                  | Microsoft™ Windows*, Linux*                                    |

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| Problem description | The source view wraps lines of code that are longer than 1000 characters, which causes any reference to subsequent lines in the source file to be incorrect without warning.                                    |
| Resolution Status   | There is no known fix to this issue at this time.<br>To workaround these issues shorten problematic lines to less than 1000 characters, rebuild the related executable modules and symbol files, and reanalyze. |

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| Title                     | Problem reading Intel® Threading Tools master project  |
| Internal Reference Number | 278676   |
| Product                   | Intel® Thread Checker, Thread Profiler   |
| Version                   | 2.1  |
| Platform                  | Microsoft™ Windows* 2000 Server  |
| Problem Description       | When Intel® Threading Tools is installed on a Microsoft Windows* 2000 system using terminal services, subsequent runs of the tools may result in the “Error - Problem reading Intel® Thread Checker (or Thread Profiler) master project file” message  |
| Resolution                | <p>To workaround this issue it is necessary to try one of the following or all of them in order shown below:</p> <ul style="list-style-type: none"> <li>(1) Log out from terminal services and re-login.</li> <li>(2) Reboot the system and try to run the activity again.</li> </ul> <p>Check the presence of the variables: ITT_TCHECK (for Intel® Thread Checker error) and ITT_TPROFILE (for Thread Profiler) in the PATH environment by typing “set” in a command prompt window. If the variables ITT_TCHECK and ITT_TPROFILE are not fully expanded, i.e., they appear as %ITT_TCHECK% or %ITT_TPROFILE%, then override these variables (%ITT_TCHECK%, %ITT_TPROFILE%) in the PATH with the full directory path.</p> |

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| Title                     | Linux-gate.so library can't be instrumented   |
| Internal Reference Number | 300210  |
| Product                   | Intel® Thread Checker, Thread Profiler  |
| Version                   | 2.1   |
| Platform                  | SuSE 9.0, 9.2 (kernel 2.6.xx)   |
| Problem description       | <p>Every attempt to instrument any binaries compiled and dynamically linked for SuSE 9.0 and 9.2 operating system fails. All binaries include this virtual shared object:</p> <pre> ➤ ldd any_binary ..... linux-gate.so.1 =&gt; (0xffffe000) ..... </pre> <p>The instrumentation process stops when this .so is met and no results are generated for this run.</p>               |
| Resolution Status         | <p>To workaround this issue it is necessary to add linux-gate.so.1 to the file tcheck10.ini or tp10.ini file with minimum instrumentation level. Please contact the support team at <a href="https://premier.intel.com">https://premier.intel.com</a> to fix this issue as it's recommended that you change the contents of the file only with the help of support personnel.</p> |

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| Title                     | No results generated by Thread Profiler on some runs  |
| Internal Reference Number | 236815  |
| Product                   | Thread Profiler   |
| Version                   | 2.1   |
| Platform                  | Microsoft™ Windows*   |
| Problem Description       | Running Thread Profiler on some multithreaded applications results in a message "No results were generated for this run".   |
| Resolution                | <p>This error is due to abnormal termination of the application which causes the Thread Profiler to not fully generate its data file. To avoid this error, use the "Pause" button to take the snapshot of the data before stopping the activity using the "Stop" button or terminating the application.</p> |